

**Province: Mpumalanga: Steve Tshwete Municipality (MP313) - Schedule of Service Delivery Standards Table SA39**

| Standard                                                                                                                       | Description                                                                                                                                        | Service Level                                    |
|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <b>Solid Waste Removal</b>                                                                                                     |                                                                                                                                                    |                                                  |
|                                                                                                                                | Premise based removal (Residential Frequency)                                                                                                      | Once a week                                      |
|                                                                                                                                | Premise based removal (Business Frequency)                                                                                                         | Twice a week                                     |
|                                                                                                                                | Bulk Removal (Frequency)                                                                                                                           | Twice a week                                     |
|                                                                                                                                | Removal Bags provided(Yes/No)                                                                                                                      | No                                               |
|                                                                                                                                | Garden refuse removal Included (Yes/No)                                                                                                            | Only specific areas                              |
|                                                                                                                                | Street Cleaning Frequency in CBD                                                                                                                   | Daily                                            |
|                                                                                                                                | Street Cleaning Frequency in areas excluding CBD                                                                                                   | Once a week                                      |
|                                                                                                                                | How soon are public areas cleaned after events (24hours/48hours/longer)                                                                            | 24 hours                                         |
|                                                                                                                                | Clearing of illegal dumping (24hours/48hours/longer)                                                                                               | Longer (a week)                                  |
|                                                                                                                                | Recycling or environmentally friendly practices(Yes/No)                                                                                            | Yes                                              |
|                                                                                                                                | Licenced landfill site(Yes/No)                                                                                                                     | Yes                                              |
| <b>Water Service</b>                                                                                                           |                                                                                                                                                    |                                                  |
|                                                                                                                                | Water Quality rating (Blue/Green/Brown/NO drop)                                                                                                    | Blue                                             |
|                                                                                                                                | Is free water available to all? (All/only to the indigent consumers)                                                                               | Free Basic for ALL                               |
|                                                                                                                                | Frequency of meter reading? (per month, per year)                                                                                                  | Monthly                                          |
|                                                                                                                                | Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)                                          | Three months                                     |
|                                                                                                                                | On average for how long does the municipality use estimates before reverting back to actual readings? (months)                                     | Three months (only for problem meters)           |
| <b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b> |                                                                                                                                                    |                                                  |
|                                                                                                                                | One service connection affected (number of hours)                                                                                                  | 1 hour                                           |
|                                                                                                                                | Up to 5 service connection affected (number of hours)                                                                                              | Network line 4 Hours                             |
|                                                                                                                                | Up to 20 service connection affected (number of hours)                                                                                             | Network line 4 Hours                             |
|                                                                                                                                | Feeder pipe larger than 800mm (number of hours)                                                                                                    | N/A                                              |
|                                                                                                                                | What is the average minimum water flow in your municipality?                                                                                       | 3 Cub meters / hour                              |
|                                                                                                                                | Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)                                    | No                                               |
|                                                                                                                                | How long does it take to replace faulty water meters? (days)                                                                                       | 2 weeks                                          |
|                                                                                                                                | Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)                                                      | No                                               |
| <b>Electricity Service</b>                                                                                                     |                                                                                                                                                    |                                                  |
|                                                                                                                                | What is your electricity availability percentage on average per month?                                                                             | 99%                                              |
|                                                                                                                                | Do your municipality have a ripple control in place that is operational? (Yes/No)                                                                  | No                                               |
|                                                                                                                                | How much do you estimate is the cost saving in utilizing the ripple control system?                                                                | N/A                                              |
|                                                                                                                                | What is the frequency of meters being read? (per month, per year)                                                                                  | Monthly                                          |
|                                                                                                                                | Are estimated consumption calculated at consumption over (two month's/three month's/longer period)                                                 | 3 Months                                         |
|                                                                                                                                | On average for how long does the municipality use estimates before reverting back to actual readings? (months)                                     | 3 Months                                         |
|                                                                                                                                | Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)                                | 12 Hours equipment fault and 4 hours area outage |
|                                                                                                                                | Are accounts normally calculated on actual readings? (Yes/no)                                                                                      | Yes                                              |
|                                                                                                                                | Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)                                    | No                                               |
|                                                                                                                                | How long does it take to replace faulty meters? (days)                                                                                             | 48 hours                                         |
|                                                                                                                                | Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)                                                    | Yes                                              |
|                                                                                                                                | How effective is the action plan in curbing line losses? (Good/Bad)                                                                                | Good                                             |
|                                                                                                                                | How soon does the municipality provide a quotation to a customer upon a written request? (days)                                                    | 7 days                                           |
|                                                                                                                                | How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)                      | 15 Working days                                  |
|                                                                                                                                | How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)  | 20 working days                                  |
|                                                                                                                                | How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) | 20 working days                                  |
| <b>Sewerage Service</b>                                                                                                        |                                                                                                                                                    |                                                  |
|                                                                                                                                | Are your purification system effective enough to put water back in to the system after purification?                                               | Yes                                              |
|                                                                                                                                | To what extend do you subsidize your indigent consumers?                                                                                           | 100%                                             |
| <b>How long does it take to restore sewerage breakages on average</b>                                                          |                                                                                                                                                    |                                                  |
|                                                                                                                                | Severe overflow? (hours)                                                                                                                           | 1.5 Hours                                        |
|                                                                                                                                | Sewer blocked pipes: Large pipes? (Hours)                                                                                                          | 3 Hours                                          |
|                                                                                                                                | Sewer blocked pipes: Small pipes? (Hours)                                                                                                          | 1 Hour                                           |
|                                                                                                                                | Spillage clean-up? (hours)                                                                                                                         | 2 Hours                                          |
|                                                                                                                                | Replacement of manhole covers? (Hours)                                                                                                             | Same Day                                         |
| <b>Road Infrastructure Services</b>                                                                                            |                                                                                                                                                    |                                                  |
|                                                                                                                                | Time taken to repair a single pothole on a major road? (Hours)                                                                                     | 36 hours                                         |
|                                                                                                                                | Time taken to repair a single pothole on a minor road? (Hours)                                                                                     | 36 hours                                         |
|                                                                                                                                | Time taken to repair a road following an open trench service crossing? (Hours)                                                                     | 72 hours                                         |
|                                                                                                                                | Time taken to repair walkways? (Hours)                                                                                                             | 72 hours                                         |
| <b>Property valuations</b>                                                                                                     |                                                                                                                                                    |                                                  |
|                                                                                                                                | How long does it take on average from completion to the first account being issued? (one month/three months or longer)                             | 1 Month                                          |
|                                                                                                                                | Do you have any special rating properties? (Yes/No)                                                                                                | Yes . One                                        |

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|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <b>Financial Management</b>                     |                                                                                                                                                            |                      |
|                                                 | Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)                                               | Same                 |
|                                                 | Are the financial statement outsourced? (Yes/No)                                                                                                           | No                   |
|                                                 | Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?                                | No                   |
|                                                 | How long does it take for an Tax/Invoice to be paid from the date it has been received?                                                                    | 30 days              |
|                                                 | Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans? | Yes                  |
| <b>Administration</b>                           |                                                                                                                                                            |                      |
|                                                 | Reaction time on enquiries and requests?                                                                                                                   | 15 working days      |
|                                                 | Time to respond to a verbal customer enquiry or request? (working days)                                                                                    | 1 working day        |
|                                                 | Time to respond to a written customer enquiry or request? (working days)                                                                                   | 3 working days       |
|                                                 | Time to resolve a customer enquiry or request? (working days)                                                                                              | 21 working days      |
|                                                 | What percentage of calls are not answered? (5%,10% or more)                                                                                                | more                 |
|                                                 | How long does it take to respond to voice mails? (hours)                                                                                                   | n/a                  |
|                                                 | Does the municipality have control over locked enquiries? (Yes/No)                                                                                         | No                   |
|                                                 | Is there a reduction in the number of complaints or not? (Yes/No)                                                                                          | Same                 |
|                                                 | How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)                                                              | 1 day                |
|                                                 | How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?    | When the need arises |
| <b>Community safety and licensing services</b>  |                                                                                                                                                            |                      |
|                                                 | How long does it take to register a vehicle? (minutes)                                                                                                     | 30 min               |
|                                                 | How long does it take to renew a vehicle license? (minutes)                                                                                                | 15 min               |
|                                                 | How long does it take to issue a duplicate registration certificate vehicle? (minutes)                                                                     | 10 min               |
|                                                 | How long does it take to de-register a vehicle? (minutes)                                                                                                  | 15 min               |
|                                                 | How long does it take to renew a drivers license? (minutes)                                                                                                | 35--40min            |
|                                                 | What is the average reaction time of the fire service to an incident? (minutes)                                                                            | 15 min               |
|                                                 | What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)                                                     | n/a                  |
|                                                 | What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)                                                     | n/a                  |
| <b>Economic development</b>                     |                                                                                                                                                            |                      |
|                                                 | How many economic development projects does the municipality drive?                                                                                        |                      |
|                                                 | How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?             |                      |
|                                                 | What percentage of the projects have created sustainable job security?                                                                                     |                      |
|                                                 | Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)                              | Yes                  |
| <b>Other Service delivery and communication</b> |                                                                                                                                                            |                      |
|                                                 | Is a information package handed to the new customer? (Yes/No)                                                                                              | no                   |
|                                                 | Does the municipality have training or information sessions to inform the community? (Yes/No)                                                              | Yes                  |
|                                                 | Are customers treated in a professional and humanly manner? (Yes/No)                                                                                       | Yes                  |